Position Description
IS ENTERPRISE TECHNICAL SERVICES SENIOR
Linux Server Analyst

Position Summary

The Division of Enterprise Technology provides statewide information technology services utilizing a combination of both State-owned equipment and vendor-provided services. The division ensures the effective and efficient use of information technologies in support of Wisconsin government services and programs. It designs, administers, promotes, and supports information technology services to state agencies, local governments, tribal governments, private partners, schools, universities, libraries, and citizens.

Under the general supervision of the Section Chief/Unit Supervisor and with the overview of Technical Specialists, this position is responsible for the planning, installation, administration and support of technical resources for the enterprise server infrastructure.   The Enterprise server infrastructure includes server hardware, operating system, system management software, data backup, system software, database management software, applications, and application development infrastructure.

This position will assist in providing customer service and support on a broad array of services and participate in projects from genesis through implementation and completion. The incumbent will frequently work on projects that require a strong understanding of customer service, good communication skills and the ability to work within a team approach. The position also involves using many new technologies. The ability to function with an enterprise perspective and to work with technical staff, DET management, and other entities' staff on technical issues is critical.

This position is accountable for the quality of service provided to state agencies and other partners.

Goals and Worker Activities

50%   **A. Provide technical support for enterprise server-based infrastructure systems, including server hardware, software, and services.**

        A1.   Install, test and implement enterprise server hardware, storage, operating systems, and other systems and application software. Operating systems include Microsoft Windows, Linux, plus virtualization system software such as VMWare virtualization.

        A2.   Maintain installed enterprise server operating system software, virtualization system software, and systems software packages on an ongoing basis to remain at recommended release level and to resolve problems in order to maintain system stability. This would include implementing recommended patch levels and recommended security patches.

        A3.   Use intermediate-level knowledge of enterprise server hardware and software problem determination techniques to troubleshoot problems. Use available documentation and work with vendors or agency staff as needed for problem resolution.

A4.   Develop and implement communication plans for change implementation.

A5.   Provide maintenance/installation support of the different configuration and monitoring tools.

A5.   Maintain and communicate implementation schedules for the application of corrective software maintenance, to resolve known problems and maintain overall server stability.

A6.   Use Operating system product knowledge for problem determination to resolve known problems and maintain product stability. Research potential system level problems to maintain system level stability

A8.   Work with customers on resolving incidents and problems.

A9.   Review system documentation and recommend updates where needed as it relates to problem resolution.

25%   B. Provide server-based shared infrastructure support.

B1.   Evaluate agency needs regarding planned projects requiring enterprise shared IT infrastructure systems, to enable customers to make the best use of the shared infrastructure to meet their program needs.

B2.   Analyze agency service requests and review detailed technical designs, as needed and within standards, to meet their objectives.

B3.   Participate in customer meetings with CCPS Specialists and Consultant Administrators to understand their business and disaster recovery requirements and strategies.

10%   C. Continually update technical skills and participate in the Employee Development Program and other duties.

C1.   Maintain familiarity with activities and trends in the field of infrastructure hardware and software and other related technologies.

C2.   Attend appropriate training courses, conferences, and seminars.

C3.   Read technical publications to gain a high level of technical knowledge concerning data processing hardware and software with emphasis on shared infrastructure technology.

C4.   Participate in activities of professional and technical associations to contribute to the development in the data processing industry and in various agencies of government.

C5.   Work with senior technicians and through reading plus other approaches to learn enterprise support of Distributed Server technology.

C6.   Continue to learn system components of virtualized infrastructure and operating systems.

C7.   Perform other assigned tasks not specifically enumerated.

15%   D. Participate in IT projects to implement and maintain mainframe infrastructure.

D1.   Understand divisional project management policies, procedures, and practices.

D2.   Understand enterprise information portfolio management policies, procedures, and practices.

D3.   Participate on project teams.

Knowledge, Skills and Abilities

1.   Ability to deliver quality service and maintain positive working relationships with customers.
2.   Ability to communicate effectively to both technical peers and less technical customers in person and via written media such as email, and reports.
3.   Knowledge of compute, storage, and network concepts.
4.   Aptitude for technology and attention to details.
5.   Knowledge of server performance and tuning concepts and ability to support customer requests.
6.   Ability to provide operating system level configuration and support.
7.   Understanding of infrastructure server concepts.
8.   Resourceful in identifying and obtaining technical information sources needed to perform duties effectively.
9.   Knowledge to perform operating system testing, installation, customization, troubleshooting, and support.
10.   Ability to deliver high quality customer service.
11.   Ability to work cooperatively with others in a team environment to meet the expected levels of infrastructure service.
12.   Effective written and verbal communication skills.
13.   Ability to develop and maintain good working relationships with all colleagues, customers, and vendors.
14.   Ability to follow IT service management best practices to ensure the quality of services delivered to partners.